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**SCC ONTARIO EDUCATION DAY**

*"Skin & Hair Cosmetic Science:  
from basics to cutting edge "*

- Joseph Dallal

**September 19th, 2019**

**PRE-REGISTER TO SAVE MONEY**

If you prefer you can reserve a spot by email. Send us a note that you will be there. We will confirm receipt of your reservation. You can then either bring the payment with you or put it in the mail. Please make your reservation before the Monday prior to the meeting.

**Please note:**

**Should you register and not attend you will be  
invoiced the meeting fee.**

Students must have their payment in by Monday prior to the meeting. To make your reservation today contact **Rob** at:

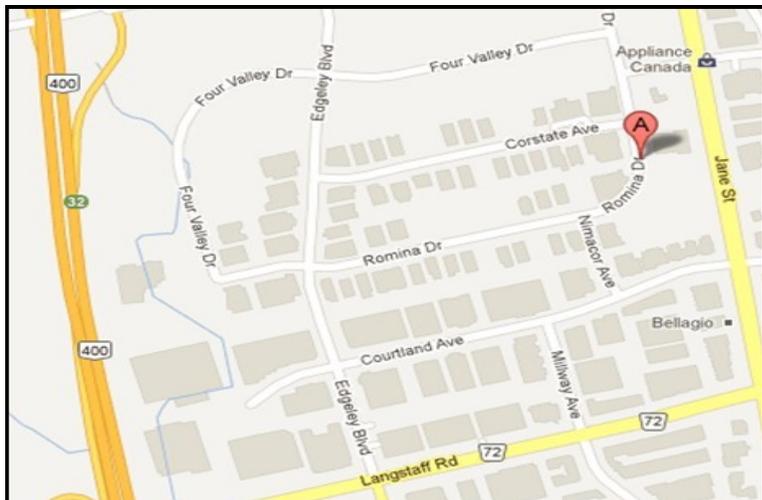
[rob.castillo@univarsolutions.com](mailto:rob.castillo@univarsolutions.com) or by fax at (416) 740-2227 OR on-line at:  
<http://sccevent.coffeecup.com/forms/sccregistration/>

# SCC ONTARIO EDUCATION DAY

*“Skin & Hair Cosmetic Science:  
from basics to cutting edge”*

- Joseph Dallal

<b>Location:</b>	The Venetian Banquet & Hospitality Centre 219 Romina Drive, City of Vaughan, ON, L4K 4V3
<b>Fees:</b>	SCC Members—\$50 (Pre-Registered)  Non-Members \$100 (Pre-Registered)  Students \$30 (pre-Registered)
<b>Schedule</b>	See below Noon– Lunch (provided)



## AGENDA

**8:30 am-8:50 am Registration**

**9:00 am - 11:00 am Hair**

- Overview of Hair Chemistry and Physics
- Concurrent Cleansing and Deposit
- Gel phase Conditioning

**10:30 am -10:45 am Break**

- Styling Chassis and Functional
- Hair Spray
- Treatments, Leave-ons

**11:00 am - 12:00 noon Skin**

- Overview of Morphology of Skin

**12:00 - 1:15 pm Lunch**

**1:15 - 2:45 Skin**

- Body/Face/Hands Wash modifications
- Lamellar Gel vs Emulsion
- Measurements

**2:45 pm-3:00 pm Break**

**3:00 pm - 3:45 pm Preservatives**

- Contamination Sources
- Introducing into Product (When, Where, pH)
- Quantifying Efficacy (PET)

**3:45 pm- 4:30 pm Discussions**

Open Q&A

**Abstract:** As Cosmetologists, we all study the Art and Science of Beauty, both of the hair and the skin. Whether we are the Brand owners, Marketing, Stylists, Aestheticians, Chemists, Biologists, Project Leaders, Sales, or somewhere in between, we all have the same aim: to provide what consumers/Professionals/end-users need and want.

Yes, Yes, sometimes we are at the cutting edge, developing the next wave (that others will ride the crest with us, possibly for decades), and develop the next step change (quantum leaps) that we get to tell (help) the consumer ‘need to have’ and use.

As any project starts, let’s first start off looking at what we will be looking at and working on, chemistry, physics, and function: not just the Substrate, but how it is applied.

The First Session will be on those thin fibrils that jut from the skin all over our body, the HAIR. What is it structurally; What are its functions/properties; What do consumers do to it and with it; What can we do: cleanse, cleanse & deposit, condition —rinse-off and leave-on; Style, hair spray, strengthen, color, bleach, Hot Iron, etc.

The Second Session will be on our Outer Envelope, the Skin: starting with morphology, then Body/face/hand wash, cremes & lotions— soap and nonionic emulsions, Lamellar gels, moisturization, and Rheology, building barrier strategies, and measurements related to consumer organoleptics.

The Third Session will be Preservation of Products: Where do contaminants come from, before the product gets into the jar/container? How about the sealed jar (condensation rain)? How important is a PET? Why does pH and available water make such a difference? Why don’t we Pasteurize anymore àCold processing issues?

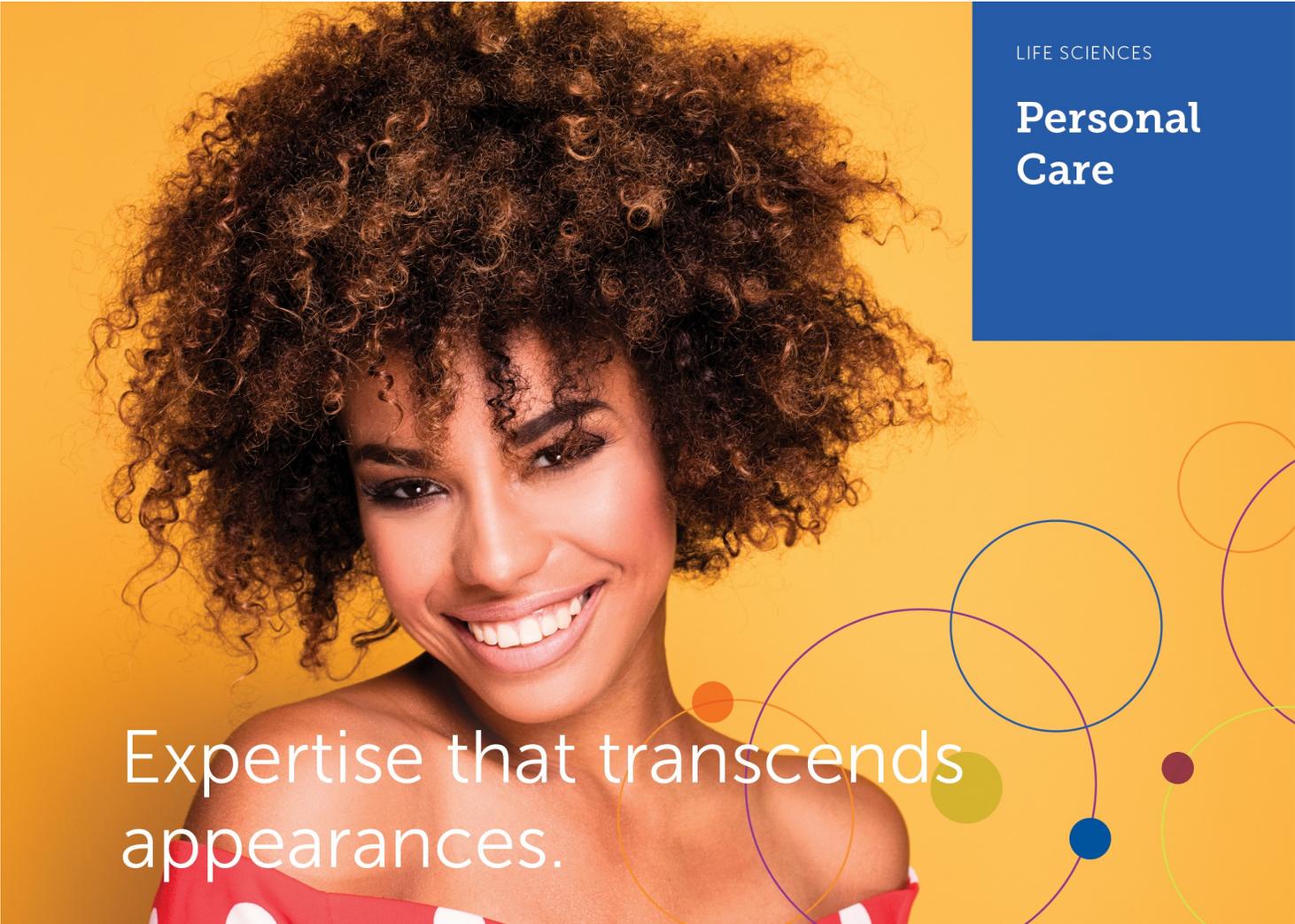
Next: Product Robustness, Setting specs and running/recording stability.

**Energy and Interactive Day: To help make this day more than it can be, please send me your questions that I can cover during the day, [jdallal@ashland.com](mailto:jdallal@ashland.com).**

**Bio:** Joseph Dallal got his start as a child, in his Mother’s Beauty Salon, as well as studying Physiology with his Dad. He started cooking at 12 and made/modified perms and shampoos at 17. After the Cosmetology Board, Licensed, he worked his way through College with a double major with Honors -B.Sc. in Anatomy & Physiology, and in Chemistry, followed by a M.Sc. in Chemistry, with a thesis on the Effects of a Plant Extract on Protein Synthesis.

His industry experience has been developing Hair Care formulations, processes, and evaluation/claims at Redken, Zotos, then Ashland Specialty Ingredients (where he continues the art and science of Formulation, presentations of new technology, claim substantiation methods, Brainstorming and Innovation with Clients around the world, INDIEs to MNCs).

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# 19<sup>th</sup> Annual SCC Ontario Chapter Golf Tournament



The weather could not have been better On July 25<sup>th</sup> as the SCC Ontario Chapter hosted its 19<sup>th</sup> annual Golf Tournament. Again this year it was held at **Caledon Woods Golf Club** north of Bolton ! As a "Club Link" course our SCC members were well taken

care of by the staff . We had a wonderful turnout with 75 golfers and a total of 95 attendees which included dinner guests!

To all the golfers who attended, thank you for your participation!

Esteemed winners were as follows:

First Lowest Score: Anthony Aguirre, John Castro, Joel Edwards, Ali Zadeh

Second Lowest Score:  
Walter Schlichtig, Alfred Lou, Joe Oriflame, Derek Ma

We also held five skills competitions. The most skillful of our group were:

Longest Drive Ladies: Stefanie Newman  
Longest Drive Men: Rob Castillo  
Closest to the Pin Men: John Roeleveld  
Closest to the Pin Ladies: Lise Campeau  
Closest to the Line Men & Ladies: Sam Maduri

No matter how large or small the event, there is always a lot of work that goes into it and this golf tournament is no exception. A special thank you goes out to **Gagan Jain** and **Craig Broijer** for their time and effort in organizing this grand event. Next year's plans are already in the works!

Many thanks to our friend **Kashif Mazhar** who took a great series of pictures at the event which can be viewed at;

<https://www.ontarioscc.org/June2019golf/mobile/index.html>

## A special THANK YOU to our valued contributors...

Support of this event was overwhelming, and thanks to the generosity of our suppliers and manufacturers almost every golfer finished the day with a prize.

### Prize Donation Contributors:

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## 2019



### SYMPOSIUM EVENTS

#### Thursday, September 12th, 2019

- ▶ Free Continuing Educational Course
- ▶ Golf Outing
- ▶ Registration
- ▶ Poster Presentations
- ▶ Poster and Tabletop Exhibits
- ▶ Welcome Cocktail Reception

#### Friday, September 13th, 2019

- ▶ Registration
- ▶ Podium Presentations
- ▶ Poster Presentations
- ▶ Poster and Tabletop Exhibits
- ▶ Symposium Party

#### Saturday, September 14th, 2019

- ▶ Podium Presentations
- ▶ Poster and Tabletop Exhibits

### Admission Rates

\$495 - Single

\$395 - Five+ per company

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### Tabletop Exhibit Spaces Available

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### CEP Course

**Modern Sunscreen  
Formulation – Is it  
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[Stephen@aigtechnologies.net](mailto:Stephen@aigtechnologies.net)

### Symposium Party Caribbean Carnival Disney's Epcot<sup>®</sup> World Showcase Event<sup>®</sup>

...Don't miss the Congo Line!  
Dinner, Games & Entertainment

### Highlighted Topics

- Proposed Rule/Final Rule: What's changing and what does this all Mean?
- Sunscreens in America: A Dermatologist Dilemma
- Evaluating Metal Oxides for full Spectrum Solar Protection
- Alternate SPF Methods: Imminent Breakthrough
- Skin Microbiome: Potential Preventative Solution to UV induced Skin Cancer
- Sunscreens-A Challenge for Preservation
- Photochemistry of Avobenzone In Polymeric Matrices and it's Implications on Sunscreen Performance
- Natural Approaches to Repairing the Damage caused by Sunburns
- Is there a Connection between Sun Exposure, Skin Microbiome and Skin Cancer
- Green and Blue Sunscreens: Natural and Cold Process Sunscreen Formulations
- How Sunscreen Behavior is Influenced by Prevention Communication & Product Features
- Fish Lives Matter: Rheology Modifier with Minimal Marine Environment Impact
- Sunscreens and the Factors Affecting the Water Resistance In Vivo
- How to Make Protective Sunscreen Products
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# 2018 SCC Ontario "Speaker of the Year" Certificate Presented at Suppliers Day

Article provided by Mitisha Mehta August 22, 2019

At the Suppliers' Day 2019 - hosted by the New York chapter of SCC - amidst a variety of supplier exhibits, educational courses and enthusiastic members, we were proud to award our SCC Ontario Chapter's 2018 "Speaker of the Year" to **Benjamin Schwartz** of AAK. He was recognized for his outstanding/erudite presentation for the AAK Lipid Academy, with a certificate and a gift cheque.

Benjamin originally presented his paper at SCC Ontario's Education Day on September 18<sup>th</sup>, 2018 where he was voted "speaker of the year" following a survey to all attendees for all our technical meetings throughout 2018.

His presentations primarily focused on delivering lipid knowledge to various segments of the Personal Care Industry. Courses were built to complement the inclining urge to understand

- Lipid chemistry
- Crystallization & Rheology
- Lipid Based Emulsifiers
- Lipid-Emollient blends for texture modification
- Optimizing shelf life of vegetable based ingredients
- Sustainable Processing & eco-design

On behalf of the SCC National, we thank Benjamin for his participation and for sharing his valuable insights on Lipid Chemistry and wish him Good Luck for all his future endeavors.

Download the 5 presentations here <http://www.ontarioscc.org/presentations.htm>



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## Address Changes??

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# 2019 Member Appreciation Cruise

Article provided by Mitisha Mehta August 12, 2019

The Society of Cosmetic Chemist always organizes fun-learning events to disseminate scientific information through meetings and publications. This time however, the Ontario Chapter, we moved one step forward to saying “thank you” to the entire member base, in our own little way. On June 20<sup>th</sup>2019, we sought the opportunity to appreciate our members, while hosting a Cruise Party - overlooking the majestic Toronto Skyline. We called it the “SCC Member Appreciation Event”, where our chapter affiliates were invited to enjoy free cocktails and reception followed by a sumptuous buffet style dinner.

The atmosphere was vibrant and the pop music added to the fun. Surprisingly that Evening some members even turned up with their spouses and friends even though it was pouring heavily at times. They spun their feet to the DJ beat, enjoying the occasional rain splashes that wafted with the wind.

All in all, the event was a great success as it encouraged casual networking and light-hearted conversations set on a perfect Thursday, to welcome the upcoming weekend.



## Seneca Scholarship Thank You Letters

Seneca

2019 SENECA Awards

Thank you from your 2018-19 Seneca award recipient.

Award name: Society of Cosmetic Chemist Award  
Student recipient: Winnie Zhao  
Program: Cosmetic Science



Dear Society of Cosmetic Chemists (SCC),

As a recent York Biology graduate, one year ago, I was on the cusp of starting the cosmetic science certification program at Seneca. Nostalgia reminds me of feeling eager and enthusiastic for the opportunity to immerse myself in a field that I was incredibly passionate in – cosmetic science. The cosmetic science program at Seneca at York combines the principles of art, science and business and takes a hands on approach to learning about the cosmetic industry from every angle: product development, quality assurance sales, global regulations, marketing.

As a young girl, my mother had enrolled me in art classes to encourage my passion for art and creativity, as I grew up I developed an inquisitive knack for science, and somewhere along the way I fell in love with the world of cosmetics. I could not have found a more perfect fit than this program as a starting point to cultivate and develop my ambitious, colourful and innovative career in the cosmetic industry.

I am incredibly grateful to be the recipient of the Society of Cosmetic Chemist award, and hope my work ethic and committed attitude attest to my passion and desire to contribute to future endeavours and milestones within the cosmetic industry, with ethical and environmental safe integrity.

Sincerely,

Winnie Zhao

Seneca Advancement & Alumni  
advancement@senecacollege.ca



Seneca

2019 SENECA Awards

Thank you from your 2018-19 Seneca award recipient.

Award name: Society of Cosmetic Chemists Award  
Student recipient: Melissa Walters  
Program: Cosmetic Science

Dear Donor,

As recipient of the Society of Cosmetic Chemists Award, I would like to take this opportunity to thank you for your generosity and support. As a student in Seneca College's Cosmetic Science program, I was very pleased and appreciative to learn I had been chosen as the recipient of the award this year.

I started in the Cosmetic Science program at Seneca@York last year, and each day am thankful I did so. As this being the only cosmetic science program in Canada it has been an honour to be a part of such an incredible program. Over the last year I have been able to indulge my curiosity and expand my knowledge because of the opportunity Seneca has given me. This program opened my eyes to all aspects of the cosmetic industry, from marketing and sales to formulation and quality assurance. I had the opportunity to formulate cosmetic products such as shampoos, lipsticks, foundations, lotions, and so much more.

As my time at Seneca College is coming to an end this April, I am excited to embark on the start of my career in the cosmetic industry. I hope to one day be an essential part of a cosmetic company and make innovative contributions toward new cosmetic products. This award has been a great honour and incredible achievement that I am so thankful to have. As a student this financial support will be a great aid towards the financial aspects of my education.

Thank you again for your generosity and support, it is an incredible gift that is truly appreciated. I look forward to seeing what the future holds and will never forget this gift you have given me.

Sincerely,  
Melissa Walters

Seneca Advancement & Alumni  
advancement@senecacollege.ca

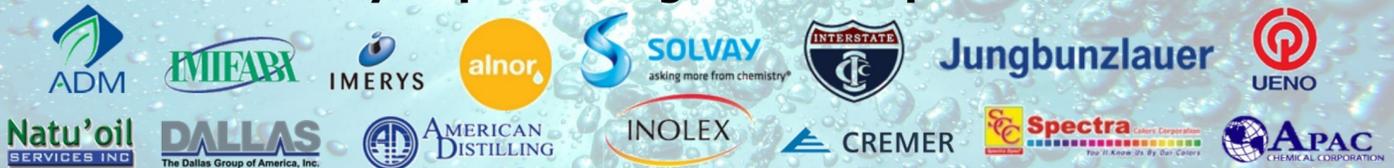


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## SCC ONTARIO EMAIL REGISTRATION

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*Click Here* 

**Please note your email information will be used for SCC information purposes ONLY!**

## Programs and Privileges

**Journal** - Membership includes subscription to the Journal of Cosmetic Science, the Official Journal of the Society of Cosmetic Chemists. The Journal contains technical papers on topics of interest to cosmetic scientists and is distributed six times per year.

**Meetings & Seminars** - The Society holds its Annual Scientific Meeting each December and its Annual Scientific Seminar each May. The Meetings and Seminars provide a forum for an exchange of current findings and technology on topics of global interest in cosmetic science.



**Continuing Education Programs** - Our CEP Programs are short courses taught by practicing cosmetic scientists and perfumers, all acknowledged experts in their disciplines.

**Chapters** - Each member is assigned to one of seventeen Chapters throughout the United States and Canada, according to his or her geographic location. Chapters hold local scientific meetings throughout the year, and many publish their own newsletters.

**I.F.S.C.C.** - The Society of Cosmetic Chemists is one of 42 member organizations within the International Federation of Societies of Cosmetic Chemists.

## 2020 SCC Ontario Chapter Board Elections



It is time for the election of the 2020 SCC Ontario Chapter Board Members. We have two positions open for election this year: Chair-Elect and Secretary.

**As a member of the SCC Ontario Chapter you will soon be sent specific instructions on how to cast your vote!**

Elections are open to all General Members of the SCC Ontario Chapter. If you have any questions please contact one of the current board members listed below. The newly elected board members will be introduced at the November 7th, 2019 meeting. Thank you for taking time to vote. Your support of the SCC Ontario Chapter is greatly appreciated.

### 2019 SCC Ontario Chapter Board Members

Position	Name	Phone	Email
Chair	Dorothy Maraprossians	416-427-5356	dorothy.maraprossians@azelisamericas.ca
Chair-Elect	Saina Taidi	647-622-7344	saina.taidi@gmail.com
Treasurer	Robert Castillo	416-740-5300	rob.castillo@univarsolutions.com
Secretary	Andrea Boylan	905-795-0911	andrea.boylan@andicor.com

### 2020 Ontario Chapter Candidates

#### CHAIR ELECT

Candidate: Shahin Kalantari is devoting his chemical expertise in The Cosmetic Industry to develop Natural and Organic personal care. In 2007, he introduced one of the first certified organic product lines in North America.

Shahin has hands on developing products/ brands of Natural and Organic Skincare, Personal Care, Sun Care, Cosmetic Products, Medicinal (NPN) and Household Products; following regulations such as USDA or Ecocert/Cosmo. Meanwhile he develops QC processes in manufacturing plants to meet the product's regulatory requirement.

Shahin is a board member of The Society of Cosmetic Chemists and previous chair of SCC Ontario Chapter. He is a professor at Seneca College who teaches formulation labs in the cosmetic chemistry program.

#### SECRETARY

Candidate: Andrea Boylan

Andrea graduated from the University of Guelph with a Bachelor of Science degree in 2000. She has since worked in the Canadian cosmetic industry in various technical sales positions. Andrea has enjoyed being a board member of the SCC Ontario Chapter for over ten years and has previously held the elected positions of Secretary and Chair. For the past seven years, Andrea has also been a part of the planning committee for the annual SCC Holiday Dinner Dance party. Andrea is currently the National Market Manager for Consumer Care at Andicor Specialty Chemicals.

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# Brutal Honesty

## about the interfacial tension between a formulation chemist and a salesperson.

Written by Dennis Abbeduto, Personal Care Business Manager, Colonial Chemical, Inc

*"I've looked at life from both sides now  
From win and lose and still somehow  
It's life's illusions I recall  
I really don't know life at all"- Joni Mitchell, "Both Sides Now"*

"I've looked at sales from both sides now  
From give and take and still somehow  
It's sale's illusions I recall  
I really don't know sales at all"  
— **With sincere apologies to Joni**



I've been working with surfactants for \*mumble\* years now and have spent many hours studying the interfacial tension between water and surfaces. But today I'm going to opine for a bit about a different interfacial tension, one that we all are likely to experience; the interfacial tension between a formulation chemist and a salesperson. When navigated successfully, this relationship can benefit everyone involved. When unsuccessful, disaster awaits. I've had enough hits and misses on both sides now that I would hope that I can offer some useful information here.

### ON THE SIDE OF THE FORMULATOR

we have an individual who is eager to create innovative and commercially successful products on shoe-string budgets and compressed timelines. Partners beneficial to the formulator (I'm talking to you, salespeople!) are easy to contact, can provide useful technical guidance, and are powerful advocates on behalf of the formulator.

Timely guidance is key, as many formulators have just a few months to proceed from concept to commercially scaled product. As there is an endless desire to create new product forms, meet a continuously shifting claims landscape, and satisfy an increasingly chemophobic consumer, the formulation techniques of even a decade ago are now irrelevant. New chemistry requires new formulation approaches and that means more technical support than ever before.

In Chris Anderson's book **The Long Tail**, he outlines the effect of the limitless marketplace we are now faced with. The proliferation of brands has resulted in more and more brands occupying the long tail, each with a slightly smaller share of the marketplace, but *collectively* occupying a larger and larger share of the overall market. Suppliers ignoring the long tail do so at their peril, and formulators in the long tail must work hard to gain what attention they have. They desperately need salespeople who will act as their advocates, willing to treat them as if they were a "key account". Quite often what constitutes success for those occupying the long tail looks a lot different than it does for their suppliers.

*Continued on page 21*

# May 30th Evening Meeting Recap



On May 30th Laure-Anne Gillon from Seppic Inc was our guest speaker for our third meeting of 2019. The topic was “*When Algae Adaptations Benefits the skin*”. An informative subject that described specific algae's and marine plants that have to survive in an extreme environments such as strong waves, salt and osmotic pressure, all that can result in dryness, fast rehydration, wind and UV exposure and their related survival relying on their capacity to adapt, synthesize strong active molecules and develop specific mechanisms.



Laure-Anne went on to explain how “...It's a very rich source of inspiration for cosmetics, as the algae extracts can effectively bring interesting properties to skin and hair.” She discussed an example such as *Pelvetia canaliculata*, a brown seaweed that lives on rocks, at the higher level of tide. It is exceptionally resistant to air exposure at low tide, and has strong regenerating properties when water is high. By in vitro and in vivo tests she described how its content energizes and regenerates the skin with a visible wrinkle reduction effect.

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## SURVEY SAYS..

Please keep an eye out for our “**post meeting**” opinion surveys following our Chapter meetings and special events. Each year the **Ontario Chapter** is privileged to host many fine speakers and we would like to recognize them for their efforts. Following each meeting attendees will receive a **very short survey** asking to rate the speaker. Responding gives you a chance to win a \$25 gift card!

At the end of the year we will tally the results and present one of them with an award as “**Speaker of the Year**”.

# JOB SEARCH

## About Brenntag Canada Job Title: Account Manager – Personal Care

Brenntag Canada is a subsidiary of Brenntag, the global market leader in full-line chemical distribution headquartered in Germany. We are a leading distributor of specialty and commodity chemicals to major Canadian resource and manufacturing industries. With more than 100 years of history and experience, our commitment to safety, quality, service and responsible distribution is unparalleled within our industry. We are determined to be the most effective industry channel for our customers and suppliers.

### What We Offer You

As part of our '2020 Vision', we will continuously strive to provide a working environment where the best people want to work. We value safety, leadership, employee involvement, entrepreneurial thinking, and innovative ideas. We offer our employees:

- A safe, friendly and supportive team environment
- Competitive base salary and incentive program
- Company Vehicle
- Full Benefits including medical, vision, dental and life & disability insurance
- Pension package with a company match
- Continuing Education Reimbursement
- Physical Wellness Subsidy
- A commitment to career development and advancement opportunities

### **Purpose of position:**

To effectively manage a sales territory that targets growth in the customer base, sales, volume and profitability, while ensuring customer requirements are being met.

### **Reporting Structure:**

This position reports directly to the Sales Manager.

### **Key Accountabilities**

- Achieves or exceeds annual planned sales and margin objectives for the assigned territory or market segments while maintaining expenses within assigned budgeted guidelines;
- Participates in the preparation and implementation of annual territory budgets and marketing/industry promotion plans for the assigned territory or area of accountability;
- Identifies and reports potential sales growth opportunities and factors which could influence Brenntag's local marketing plans and objectives;
- Works with the assigned customer service representatives and analytical and technical resources (internal and external) to ensure a level of service that exceeds customers' expectations;
- Troubleshoots and/or assists customers with formulation requirements
- Participates in training as required
- Establishes strong business relationships with existing customer base and develops value relationships with potential clients to expand business;
- Utilizes the Brenntag Sales Process and maintains Saratoga (Customer Relationship Management) database in a timely manner, with specific emphasis on contact reports, consumption updates and opportunity pipeline;
- Actively participates in Commercial Excellence to ensure the territory is managed as profitably as possible, which includes but not limited to: Price management; upselling to existing customers and expanding current customer portfolios; reducing Days Sales Outstanding (DSO); and other such activities as defined by the Sales Manager.

### **Technical Competencies**

- Post-Secondary Education with a focus in Science or equivalent
- Experience in the chemical distribution business, preferably in a sales capacity (3-5 years)
- Strong technical background
- Must be self-motivated with good people skills, able to work independently
- Sound computer skills in the use of Microsoft Excel, Word, and PowerPoint
- Superior presentation, communication and negotiation skills
- Must be able to travel

### **How to Apply**

If you are interested in joining our organization and meet the specified qualifications, please submit your resume to [careers@brenntag.ca](mailto:careers@brenntag.ca) with the subject line: Account Manager – Personal Care, Ontario.

*Brenntag Canada Inc. is proud to be an **equal opportunity** workplace. Applications from all diverse groups are welcomed and encouraged. Every person has a right to equal treatment with respect to employment free from discrimination or harassment, including but not limited to protected grounds under the Human Rights Code. Accommodations are available upon request for candidates taking part in in relation to the materials or processes we use in the recruitment process. Successful candidates will be required to submit a Criminal Background Check.*

***We thank all applicants for their interest in this position. However, due to the high volume of applicants, we will only be contacting candidates selected for an interview. No phone calls please.***

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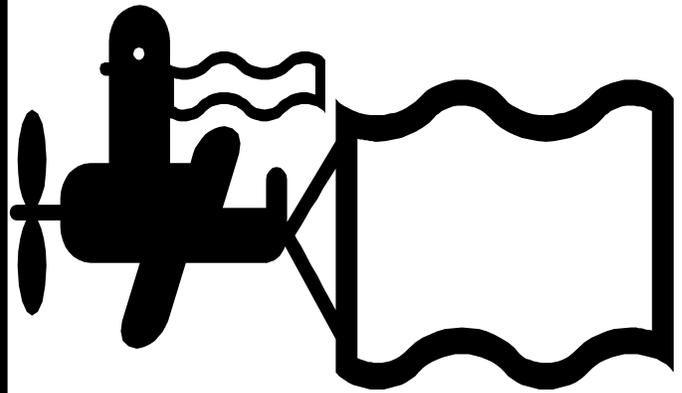


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## Did You Know?

### The key to cleaning your teapot is chemistry

Do you ever try to wash a mug only to be confronted by tea stains that just won't budge? A little bit of chemistry may be just what you need to get your mugs back to white.

Brewed tea, green or black, contains many compounds, including many polyphenols. These are compounds found naturally in tea leaves that have antioxidant properties and contribute to the taste of tea. However, they are also responsible for the stains left in your mugs and teapots.

Polyphenols are a large group of complex molecules that are structurally similar in that they all contain simpler components known as phenols. Tannins are a class of polyphenols that provide tea with its characteristic hue, and are responsible for those annoying stains. Being largely impervious to scrubbing, how can these stains be removed?

A little bit of chemistry.

Black tea has a pH of 4.9, meaning that it is slightly acidic. While tannins encompass a wide variety of compounds, they all tend to be slightly acidic. As such, to remove them from the sides of your mug, you need to neutralize them with a base. The most readily available of which tends to be baking soda.

Just make a paste of baking soda and water, rub it onto your stained crockery, leave it for 20 minutes or so, and then wipe it off with a sponge. It certainly worked wonders on my now much-cleaner teapot



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## ON THE OTHER SIDE, WE HAVE THE SALESPERSON

who shares in every success and failure along the way, continuously pulled in a nearly limitless number of directions, struggling to serve their customers as well as they can. For their part, partners beneficial to the salesperson (I'm talking to you, formulators!) can clearly outline project expectations, including as much detail about the brand positioning, what a successful solution looks like, volume potential, and target price as possible.

## MAKING EVERY TOUCH POINT VALUABLE TO BOTH PARTIES INVOLVES TRANSPARENCY AND OPENNESS ON BOTH SIDES.

When formulators communicate clear product expectations, they shorten the amount of time the supplier will take to get to the right answer. Outlining brand positioning helps suppliers determine which technologies will be useful to introduce and which products will need to be avoided. That includes things like required NGO certifications, retailer guidelines which may need to be followed, corporate "no" lists, and other expectations for performance, sustainability, etc. As the number of potential guardrails increases, the formulator must also be prepared to accept that the "perfect" product may not exist (yet!). Communicating project changes along the way also helps salespeople adjust accordingly.

Formulators occupying the long tail also need to acknowledge that success looks different for many suppliers and look for commercial partners who will support their version of success. Residents of the long tail must likewise accept that minimum order quantities and lead times will be in play and plan accordingly. Communicating volume potential and target price up front will prevent surprises on both sides and ensure that the formulator's project gets the attention it deserves. Quite often only minor trade-offs are needed for a formulator to use a product with lower costs, shorter lead times, and smaller minimums. Formulators open to those trade-offs will find they have the largest toolbox to work with.

## Let's be brutally honest here:

**Formulators are looking for magic bullets made just for them that result in unique formulations at the lowest cost and highest performance possible.**

**Salespeople are looking to sell off-the-shelf products in large quantities at maximum profit.**

There is space in between for everyone to work together, but we all need to be honest about the commercial realities. There are no magic bullets and no hens laying golden eggs. But there is still plenty of room for commercial success when both sides work collaboratively toward mutually beneficial goals.

### ABOUT THE AUTHOR

Dennis Abbeduto has over 20 years surfactant and formulation chemistry experience and currently works for Colonial Chemical, Inc in Southeast Tennessee as Personal Care Business Manager. He has also served as Product Applications Manager at Colonial Chemical.

Prior to his time at Colonial, he worked for Alberto-Culver Co in Chicago, Illinois on skin care technology and as a formulation chemist for the St. Ives and Noxzema brands. Dennis also worked for McIntyre Group, Ltd in University Park, Illinois as an R&D synthesis, applications, and claims chemist. He has a BS in chemistry from Governors State University in University Park, Illinois.



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## NEWSLETTER POSTING DATES FOR 2019

Here are the dates for 2019 that the Northern Highlights Staff plan to post the 5 newsletters for the year;

- ♦ January 21st
- ♦ February 19th
- ♦ May 2nd
- ♦ August 22nd
- ♦ October 10th



(or as close as we can get)

Should posting dates change throughout the year the most up to date list can be found at;

<http://www.ontarioscc.org/newsletters.htm>



## Presenters Welcome!!!



The SCC Ontario Chapter board is currently accepting submissions for presentations! Interested parties can submit a presentation abstract and a biography. Your talk may be accepted for either a Chapter meeting or Education Day.

Please send all enquiries to Andy Halasz (speaker coordinator) at

[bhalasz39@gmail.com](mailto:bhalasz39@gmail.com)

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## UPCOMING EVENTS

September 19th, 2019 The Venetian, Vaughan ON	SCC Ontario Education Day— <i>“Skin &amp; Hair Cosmetic Science: from basics to cutting edge ”</i> - Joe Dallal
November 7th, 2019 The Venetian, Vaughan ON	SCC Ontario Chapter Meeting— <i>“Finding Career Certainty During Disruption.”</i> - Marguerite O'Neil
November 29th, 2019 The Venetian, Vaughan ON	Holiday Dinner Dance
February 6th, 2020 The Venetian, Vaughan ON	SCC Ontario Chapter Meeting— TBA
March 10th, 2020 The Venetian, Vaughan ON	SCC Ontario Chapter Meeting— TBA
May 28th, 2020 The Venetian, Vaughan ON	SCC Ontario Chapter Meeting— TBA
September 24th, 2020 The Venetian, Vaughan ON	Education Day

### ONTARIO CHAPTER SCHOLARSHIP PROGRAM SOCIETY FOR COSMETIC CHEMISTS



The support of Cosmetic Science Education and Research are central to the goals of the Society of Cosmetic Chemists (SCC). The Ontario Chapter has developed a Scholarship Program available to students planning to complete cosmetic science research in Canada. In the past, the \$1000.00 award has been presented to students from the University of Toronto, University of Waterloo, University of Guelph and McMaster University. The program began in 2003 and 14 students have received awards.

Interested students are invited to submit a brief one page outline to Dennis Zuccolin, Director of Scholarships at [dzucoli@maccosmetics.com](mailto:dzucoli@maccosmetics.com). The scholarship applications will be reviewed by the SCC Ontario Chapter Board members. Students awarded a scholarship can also apply for additional support (up to \$1000.00) to cover research and development costs, training and conference expenses.

Successful candidates are encouraged to attend SCC meetings, volunteer at events, collaborate with members of the Society, prepare a poster presentation, write an article for the newsletter and make a brief oral presentation on their research at a chapter meeting.

# NORTHERN HIGHLIGHTS STAFF

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## MEMBERSHIP

For those who would like to become members, yearly fees are \$150 US. Applications are available from your Executive Committee or on-line at;  
<http://www.sconline.org/membership/>

Please return the completed form at your convenience and reap the benefits of the SCC. For renewal memberships, please send payments directly to the SCC National Office. For your convenience, National will accept payment by **VISA, Mastercard or AMEX**. Please contact National for details.



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